

This year I signed a new two year contract with AT&T. The prior two years I had a \$39.00 plan, and my phone bills were always 39.00 per month unless I used something like text message. This year when i signed a new contract I added another phone and was told my bill would now be \$49.00 per month, so of course I thought my phone bill would be \$49.00 per month. I got my first phone bill and it was something like \$90.00, I contacted AT&T to complain and was told that I had to pay these fees which were a government mandate. I questioned why i wasn't told about this when i signed my new contract, or why there wasn't anything in my contract stating that there would be all these added fees. The AT&T operator told me that anyone who has signed a new contract in the last year or two has these added fees, and from now on I should expect my cell phone bill to be anywhere from \$60.00 to \$70.00 per month. I told the operator that this was deceitful business practices, that there is nothing in my contract about these fees and the store clerk did not tell me about these fees. Her answer was "everyone has to pay these fees". I told the AT&T operator that it is possible that my cell phone bill will be the first bill I refused to pay and the first and only bill I could have sent to the collection agency due to my refusal to make the payment. After 3 phone calls they did lower that bill due to other charges that their incompetent staff incorrectly added to my bill that I refused to pay. Since I signed this new contract in February I have called them to file complaints at least 6 times due to unexpected and incorrect charges. I have paid all my bills so far but I am not sure that in the future i will continue to pay these rediculous fees.... fees not only added to my phone number but also added to the second phone number I added to my plan. I want my bill to be just what I was quoted the day I signed my contract ..\$49.00, that is what i agreed to and that is all I feel I should be responsible to pay. If they would have quoted me \$60.00 to \$70.00 I would have never signed a new 2 year contract. Please tell me what I can do to get out of this false, deceitful contract, and also please help me read my cell phone bills every month.. I work with Federal and State contracts that are easier to read than my cell phone bill.